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# affirmation



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## Aspects of the new Code

*First of two analyses*  
by Thea Herman

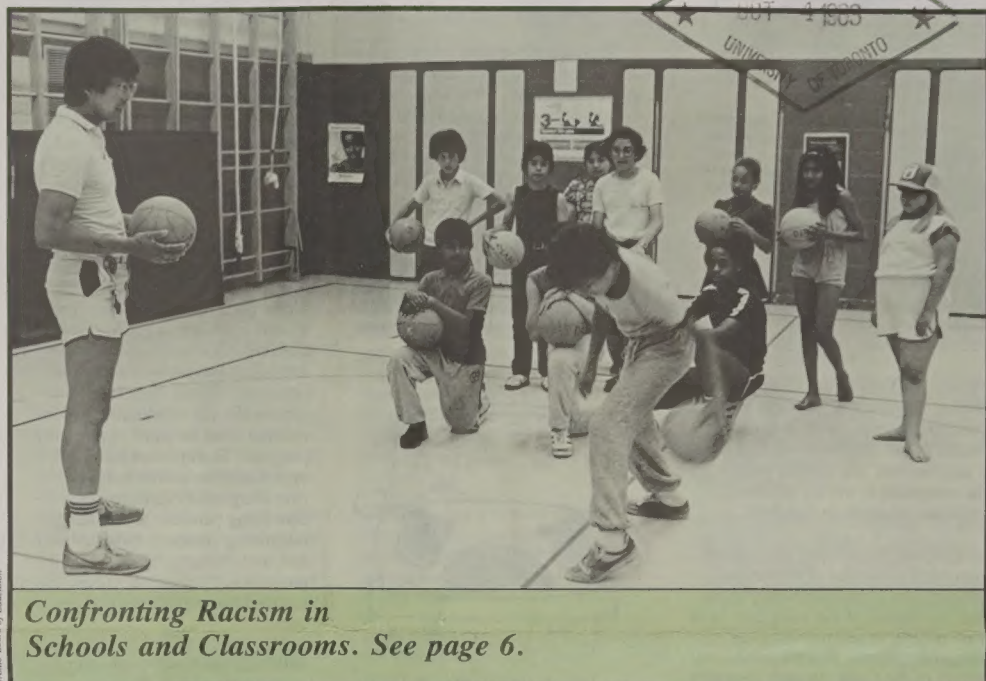
### Human Rights Code, 1981:

In 1982 the new *Human Rights Code* was proclaimed. The new statute significantly expanded the rights of the people of Ontario to non-discrimination.

When anti-discrimination legislation was first introduced in Canada, it was primarily concerned with prohibiting the discriminatory conduct of those who consciously and maliciously discriminated against others. Most would agree that the legislation and the human rights commissions that have enforced it have had considerable success in addressing this type of conduct. However, as more experience with this approach was gained, it became evident that many groups were still not achieving equal opportunity in our society as a result of institutionalized or systemic discrimination.

The new *Human Rights Code* represents an important change of focus, and addresses the problem of systemic discrimination in several important ways.

Most noticeable is the change of wording in the Code. The previous



*Confronting Racism in  
Schools and Classrooms. See page 6.*

*Ontario Human Rights Code* emphasized the conduct of the discriminator in providing that, 'No person shall discriminate...' The language of the new Code concerns itself not with the conduct of the discriminator, but with the rights of the individual: 'Every person has a right to equal treatment without discrimination...' This focus on rights is the same approach as has been adopted in the Canadian Charter of Rights and Freedoms.

The concept of 'constructive discrimination' set out in section 10 of the new Code incorporates into the notion of discrimination those

discriminatory policies or requirements that may be neutral on their face, but have a discriminatory effect or adverse impact on members of a particular group. The focus is not on motive or intention, but on result or effect. The wording of this section is as follows:

A right of a person under Part I is infringed where a requirement, qualification or consideration is imposed that is not discrimination on a prohibited ground but that would result in the exclusion, qualification or preference of a group of persons who are identified by a prohibited ground of discrimination and of whom the person is a member, except where,  
(a) the requirement, qualification or consideration is a reasonable and bona fide one in the circumstances; or

(b) it is declared in this Act that to discriminate because of such ground is not an infringement of a right.

These provisions are designed to address indirect and often unintentional forms of discrimination that are just as effective in denying equal access as were the previous blatant and deliberate acts of exclusion. For example, minimum height and weight requirements, which have the effect of excluding most women from a particular job, would constitute a contravention of the Code unless the employer could establish that these requirements were reasonably necessary to the operation of the business.

*continued on page 6*

## Trying 'temp'

by Sam Ion

Re-entering the business world after years of being a homemaker is a terrifying step. Will I be able to earn a living? Are my skills rusty? Can I really manage to compete with young women who appear so self-confident?

When readers with secretarial skills ask me questions like these, I usually advise them to try 'temp' work to ease back into the job market.

Last week, I put my advice to the test and tried the temp scene myself.

The telephone conversations with receptionists in various agencies was my first tip that my advice may not have been as realistic as it seemed.

'How old are you? Are you married? How much does your husband make? Are you on the pill?' All questions frowned on under the *Human Rights Code*! Information about my actual skills seemed to be far down the list of information required.

When I finally ventured into some of these offices I went carefully prepared for the interviews, preparing a phoney name, a few cohorts as references and a doctored resume.

Alice Homemaker would apply to six agencies with experience of four years' secretarial work 15 years ago, and a recent short-term assignment in the office of a friend.

*continued on page 2*

## Transportation for the Handicapped

The commission reports a steadily increasing case-load in complaints alleging discrimination because of handicap. Here is one example:

The complainant, a man in a wheelchair, alleged that he applied to his city's special bus service for the handicapped for transportation to university, which was 20 km from his home. He was informed that the buses went to and from the campus only two mornings a week. The regular transit service, however, made daily runs to the university. The special service could make unscheduled trips, but at a cost of between \$20 and \$40 an hour. The man filed a complaint with the commission alleging discrimination with respect to services and facilities

because of handicap. His complaint also cited the difficulties that handicapped persons experience in finding transportation on evenings and weekends.

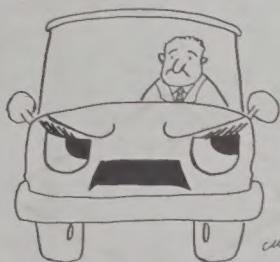
The respondent explained that the two transit systems are separate systems. One is a route system, while the special system is a door-to-door service for those who cannot use the regular service. The respondent has a planning committee that includes four handicapped people. The committee discusses any problems, complaints and suggestions to make it a better service. The respondent alleged that it would be impossible to run the special system for the same amount of hours as the regular system, because

*continued on page 2*



## The frivolous complaint

Some 1983 automobiles have a computerized voice that reminds drivers of their small omissions. For instance it says, 'Don't forget your keys!' Since the voice is most frequently that of a woman, someone inquired



FOR PETE'S SAKE, HAROLD, HOW OFTEN DO I HAVE TO REMIND YOU TO FASTEN YOUR SAFETY BELT AND DON'T FORGET I NEED GAS AND YOU'D BETTER HAVE MY OIL CHECKED WHILE YOU'RE AT IT AND MY TIRES FEEL A BIT SOFT AND . . .

whether it was proper to lay a complaint because the feminine voice might reinforce the stereotype of the nagging wife. Others might feel that such a complaint would be frivolous.

Section 33(1)(b) of the Ontario *Human Rights Code* provides that the commission may, in its discretion, decide not to deal with a complaint if it appears that 'the subject matter of the complaint is trivial, frivolous, vexatious or made in bad faith.'

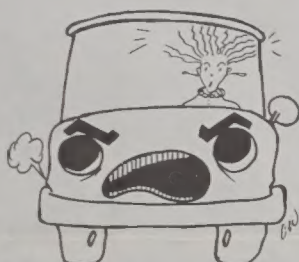
In applying this section, the commission takes a number of factors into account. An examination may show that the subject of the complaint is of little weight or importance, even though it amounts to a technical breach of the Code. In such instances, the commission may decide that to pursue the complaint would be an

unwarranted use of public funds and be damaging to its credibility.

In other instances, the evidence may support the allegations, but the respondent has made a reasonable offer of settlement that amply compensates the complainant for any injury suffered. If the complainant refuses to accept the settlement, the commission may decide that this refusal is based on vindictive motives. The commission is obligated to ensure that complaints do not use the Code simply to embarrass or inconvenience the respondent.

In applying the provisions of section 33, it may be immediately apparent that a complaint is 'trivial, frivolous, vexatious or made in bad faith.' However, in some cases, an informal investigation may be required to determine whether a complaint should be dismissed under the section.

The commission did not accept the complaint against Chrysler. However, the company decided to switch to a computerized male voice. 'It's more authoritative,' explained a company spokesman.



NOW HEAR THIS !!!

### Trying "temp"

continued from page 1

Next came clothes . . . I picked the best of what I thought Alice would have in her wardrobe and, just on the off chance I'd be recognized, dug a wig out of my bottom drawer. I was as prepared as I'd ever be.

But not prepared enough to compensate for the rudeness I encountered. Receptionists sat at the phone obviously chatting to friends, totally ignoring me. Waiting-rooms were bare of anything to read, essential when you're waiting up to forty minutes for the interview. Counsellors chatted loudly across the rooms, discussing their previous applicants in unflattering terms. One counsellor actually had me waiting across the desk while she applied nail polish and discussed last night's date with a friend.

Finally, I found myself in the office of a reputable agency. The receptionist was pleasant and obviously experienced in putting nervous candidates at ease. And I was nervous for they were making bets back at the Sun that I would never make it past the initial interview.

The typing test went fine. Speed a little slow - 53 words a minute — but then I'd been using a VDT computer console for months and the touch is quite different.

Then came a tougher test for me — setting up and typing a business letter

with correct margins, etc. — then a spelling test (not bad) and a basic book-keeping exercise that was quite difficult.

Finally, I took a psychological test to see if I was suited to be a temp. I was asked questions that would be contrary to the *Human Rights Code*.

Two hours later, I was hired. My skills were a little rusty, I was told, but time would take care of that and my attractive appearance meant I could be placed in the most prestigious of offices.

Would I have been hired, I wondered, if I had not had an outfit suitable to wear? If I had been a minority, overweight, over forty-five?

I don't know, but I have my doubts.

Sam Ion is a Human Rights Commissioner and a columnist for the *Toronto Sun*.

### Handicapped

continued from page 1

of both low customer demand and cost factors.

During the Fact Finding Conference, the respondent agreed that the hours of the special transit system are inconvenient for many of its users. As a means towards resolving the complaint, the following proposals were agreed to:

- Fares for the special system will be the same as the regular transit.

## Equal Opportunity, Affirmative Action — the Toronto experience

Excerpts from an address by Mary Bruce

Equal Opportunity, Affirmative Action or, as it is sometimes misleadingly called, Reverse Discrimination, appears to cause a great deal of misunderstanding.

The terms 'equal opportunity' and 'affirmative action' tend to be used interchangeably, but only because some of the implementation strategies are the same. To understand how these strategies function differently, it is important to realize that special groups face very distinct types of barriers in the work force, and it is these barriers that make it necessary to develop a variety of approaches. The barriers are mechanical and organic. Three types of approaches have been developed for assisting special groups to overcome these barriers. The first approach, and the least effective by itself, is called 'passive non-discrimination' and involves the removal of systemic discriminatory mechanisms. The second approach is called 'limited measures' and involves the implementation of system-related initiatives. When these two approaches are combined, they are referred to as an equal opportunity program. Examples of equal opportunity measures include correcting salary differentials, equalizing pensions and benefits, integrating seniority and eligibility lists and changing hiring and promotional policies to ensure that all groups have equal access to the system.

Although some equal opportunity programs are quite extensive, experience shows that they do little to improve the position of special groups. For example, the federal Public Service Commission, after four years of implementing an equal opportunity program, reported little improvement in women's status, and an actual decrease in some occupational areas.

The reason for this lack of positive results is that simply eliminating disabling factors and then implementing systems-related initiatives may solve only the mechanical aspects of the problem. Mechanical solutions do not work for organic problems.

- A full user survey will be conducted to see if a need exists for Saturday services.
- Arrangements will be made to extend the hours of the bus by one hour on Thursday evenings to enable individuals to attend a show or other outings.
- Pamphlets about the service will be distributed to members of the Chamber of Commerce.
- The name of the service and the phone number will be painted on the buses.
- A two-way radio will be installed in the buses to expedite information to the drivers about changes in routes or schedules.
- If a substantial number of people request transportation to the university, the committee will review their request for transportation.

The third approach involves the addition of enabling factors or special measures that can solve the organic component of the problem. This approach is based on the knowledge that women, people with disabilities and minorities do not, for a variety of reasons, including historical employment patterns, always benefit from equal opportunity initiatives.

Enabling measures plus equal opportunity initiatives comprise what we have come to know as affirmative action. Affirmative action programs provide special procedures or organic solutions that have the potency to overcome the negative effects that employment exclusion and past socialization have had on special groups and on those who make the employment decisions about them.

The five phases of an affirmative action program are: executive commitment, problem identification and analysis, action plan implementation, training and development, and evaluation.

Successful affirmative action begins with executive commitment. Activities in this first phase include issuing a program policy statement, assigning responsibilities for the program, communicating program goals to all employees and to all organizations you will be dealing with, allocating the necessary funds and appointing a program director.

The director must have sufficient rank and credibility and an adequate budget to ensure that everyone knows that the program has high priority. Equally important is the establishment of a system of tying performance evaluation and merit pay to the successes achieved in the implementation of the departmental affirmative action objectives.

At the City of Toronto, political support came in 1978 when the first report on department initiatives was presented; ownership of the program has always been at the commissioner level. We also have a senior manager

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## Imasco scholarship fund for disabled students

Imasco Ltd. of Montreal has announced that for the second year it is providing five \$1,500 scholarships to encourage young Canadian disabled students to pursue university studies, with the ultimate objective of obtaining a university degree. Each scholarship is valid for one year, but may be renewed.

While it is too late to make application for the current academic year, interested parties might wish to make advance enquiries for next year by writing to the AWARDS OFFICER, CANADIAN AWARDS SECTION, AUCC, 151 SLATER STREET, OTTAWA, K1P 5N9. The Imasco fund is administered by the Association of Universities and Colleges of Canada.



# Communication Difficulties in the Workplace

by Harish C. Jain

**Employers, whether unionized or non-unionized, have a great responsibility and a stake in promoting racial and ethnic harmony in the workplace.**

An employer with a multiracial labour force will find it advantageous to develop an orientation, training and counselling program in general and a language training program for new and existing employees in particular. It will help improve workers' knowledge of job safety requirements and their job duties. Moreover, an orientation and training program for new employees and an increased competence in communicating in English will likely result in lower rates of absenteeism and lateness, decreased staff turnover, improved safety record, ease of job transfer, and the like.

Another aspect of communication is non-verbal communication. This means facial expressions, body posture, eye contact, gestures, and such things as hesitations in speech and the tone and volume of our voice. Each of these factors is culturally determined.

As Wolfgang (1982)\* has noted, people from Latin, Southern European or mid-Eastern countries are normally referred to as contact-oriented. That is, they stand close to one another while speaking, frequently touch the person they are talking to and may gesture for emphasis. In contrast, English-Canadians are considered to be 'non-contact-oriented'. 'They keep people at arm's length while talking, normally do not touch the person they are talking to, except for a handshake, and normally do not gesture a lot with their hands while talking', according to Wolfgang, (1982).

These differences may well affect the job situation. There may be instances when contact-oriented workers may offend non-contact-oriented workers and employers by standing too close, touching, and showing emotions through gesturing. Non-contact-oriented workers or employers may feel that such a person is crowding, pawing, and showing little self-control. As a result, they may move away or tell the person to keep his or her hands off. Or non-contact-oriented persons may say all this with their body language, e.g., move away or display anger or disinterest. The contact-oriented worker may not understand what is happening and may feel offended. Neither understands the other's culture or ways of communicating. They may start stereotyping each other. The English-Canadian worker or employer may stereotype the Latin, Middle Eastern or Southern European worker as being 'too loud', 'too pushy', 'too emotional', and the English-Canadian worker or employer could be stereotyped as being 'too distant', or 'like a cold fish' to talk

to. In fact, these stereotypes do exist, as was found in one study when some new Canadians and native-born Canadians were interviewed. (Wolfgang, (1982)).

There are benefits to both the worker and the employer in attempts to avoid mis-communication and stereotyping. As Wolfgang points out, 'With less stress in the work situation there would be less chance for mis-communication and therefore a greater chance for more productivity, more profits, higher morale, better wages and more opportunity for promotions. Both the employer and the worker would win.'

Similarly, in job interviews, studies have found that job applicants are more likely to be hired if they look straight ahead rather than down. People who look the interviewer straight in the eye are rated as being more alert, assertive, dependable, confident, responsible and having more initiative. Similarly, applicants who demonstrate greater amounts of eye contact, head moving, smiling and other non-verbal behaviours are rated higher than applicants who do not.

In one study, it was shown that females are generally given lower evaluations than males, even when these candidates have similar or identical qualifications. In addition, evidence supports the notion that females are given lower ratings for jobs typically 'masculine' in nature, whereas males are given lower ratings for typically 'female' jobs.

It would therefore seem sensible for employers to develop clear equality of opportunity and positive race relations policies in order to ensure that they are not discriminating by default through inappropriate actions, and to provide some safeguards in the event of their policies being disobeyed. For instance, organizations must issue clear instructions regarding the employment interview through their personnel departments. Interviews should be structured as much as possible, and only questions of direct relevance to the job should be asked.

I have not alluded to the role that governments can play. I might suggest that governments should provide more resources to enforcement agencies such as the human rights commissions, and enact contract compliance legislation so that meaningful affirmative action programs can be mounted by employers doing business with the government.

Excerpted from a keynote address to the Conference on Multiculturalism in the Workplace.

Dr. Jain is Professor in the Personnel and Industrial Relations Area\* Faculty of Business, McMaster University.

## Marie Marchand - our commissioner from North Bay



'Marie Marchand brings a special enthusiasm and vitality to the commission.' 'She does her homework — she's extremely interested in, and knowledgeable about, the underlying issues dealt with by the Ontario Human Rights Commission.'

These are just a few of the comments that generally characterize the perceptions of Ms. Marchand's colleagues on the Ontario Human Rights Commission. The dynamic young resident of North Bay has been a commissioner since November 1979 and believes her term with the commission to be a continuous learning experience.

'Constant exposure to the new, the different, has reinforced my belief that one cannot and must not rely on other people's perceptions and attitudes,' says Ms. Marchand. 'Appreciation for the various segments of society demands a process of discovery by self, and the flexibility to absorb these differences.'

Born in Moncton, New Brunswick, on Hallowe'en Night (a fact that she considers propitious), Ms. Marchand was the first of five children in a staunch Irish-Catholic family.

Being the eldest enabled her to entertain what some consider to be a traditionally male role within her family unit. For example, at the age of 10, she attended her first political meeting with her father and witnessed the political endeavours and milieu in which her father and his companions participated.

In this environment and through association, Ms. Marchand viewed politicians in a positive light — 'as my father's friends — important people doing important things.'

Her early fascination with politics led her to continue her involvement as a youngster — initially stuffing envelopes and posting signs — which eventually progressed to the study of political science and public administration at the University of Ottawa.

More recently, her dedication to the political arena led her to seek provincial and federal nominations in her riding in Northern Ontario.

While she was seeking nomination she first encountered sex discrimination. 'People were telling me I couldn't do that because I was a woman. It was my first encounter with people who held attitudinal differences about the nature of male-female roles.'

In her approach to fulfilling the goals of the Human Rights Commission, Ms. Marchand is undaunted, reasonable and indomitable, and she is not afraid to voice her opinions on key issues.

While she does speak up for women's rights, she doesn't align herself exclusively with women's issues. In her role as commissioner, she has the ability to transfer her sensitivities and appreciation to all areas covered by the Code.

Ms. Marchand has spent 13 years of her life in French language schools and is fluently bilingual. She is therefore usually in the front line seeking justice for Franco-Ontarians.

She also concerns herself with native people's issues, particularly in Northern Ontario.

Her wonderful sense of humour helps her to maintain balance, perspective and communication.

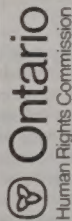
Aside from participating in the workplace as an administrator and subsequently as a travel consultant, Ms. Marchand has volunteered her services as second vice-president of the Big Sisters' Association Board of Directors, North Bay and District Canadian Club, and has also been involved in the Theatre and Arts Council. She is involved in organizing community endeavours, and currently serves on the board of directors of the Local Employment Assistance Program, whose task is to explore the role of women in non-traditional training.

When not dealing with issues that concern the commission, Ms. Marchand dedicates her energies to her duties as manager of the North Bay Downtown Improvement Area, which concerns itself with the enrichment of North Bay, and to the pleasurable task of raising her three children with her husband, artist Gerry Marchand.

\*Aaron Wolfgang, 'The Importance of Non-Verbal Communication' in: *A Resource Book on Racial and Ethnic Minorities in the Workplace*, eds. Tim Rees and Leon Muszynski. Published by The Social Planning Council of Metropolitan Toronto, 1982.



*We recommend that this declaration be posted in every work locality as well as any place that provides services or accommodation to the public.*



# Declaration of Management Policy

We observe and uphold the

## HUMAN RIGHTS CODE, 1981

**I**t is public policy in Ontario to recognize the dignity and worth of every person and to provide for equal rights and opportunities without discrimination that is contrary to law.

**T**he Human Rights Code, 1981, provides for equal treatment in the areas of services, goods and facilities, accommodation, contracts, employment, and membership in vocational associations and trade unions without discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, handicap, age, family status, marital status, the receipt of public assistance (in accommodation only), and record of offences (in employment only).

**T**he Code provides for freedom from harassment in employment and accommodation on all the stated grounds of discrimination.

**I**t is the privilege and the responsibility of every person in Ontario to honour and adhere to the letter and spirit of the Code, and to support its aim of creating a climate of understanding and mutual respect for the dignity and rights of each individual.

**W**e recognize that this applies to all employers, employees, employment agencies, trade unions, professional associations, landlords, tenants, realtors, those entering into a contract, and those providing goods, services and facilities.

ONTARIO HUMAN RIGHTS COMMISSION  
490 University Avenue, Toronto, Ontario M7A 1T7

Offices in Hamilton, Kenora, Kingston, Kitchener, London, Mississauga, Ottawa, Sault Ste. Marie, St. Catharines, Scarborough, Sudbury, Thunder Bay, Timmins, Windsor.



# Déclaration de la direction

Nous observons et soutenons

## LE CODE DES DROITS DE LA PERSONNE

**L'**Ontario a pour principe de reconnaître la dignité et la valeur de la personne et d'assurer à tous les mêmes droits et avantages sans discrimination contraire à la loi.

**L'**e Code des droits de la personne prescrit que chaque personne a les mêmes droits dans les domaines des services, des biens et des installations, de l'occupation d'un logement, des contrats, de l'emploi, de l'appartenance aux associations professionnelles et aux syndicats, peu importe sa race, son ascendance, son lieu d'origine, sa couleur, son origine ethnique, sa citoyenneté, sa croyance, son sexe, son infirmité, son âge, son état familial, son état d'assisté social (pour le logement seulement), son casier judiciaire (pour l'emploi seulement).

**L'**e Code prévoit que toute personne doit être libre de tout harcèlement dans l'emploi et le logement pour tous les motifs de discrimination indiqués.

**C'**est le privilège et la responsabilité de chaque résident de l'Ontario d'honorer et de respecter le Code dans son esprit et dans sa lettre et de soutenir le but qu'il vise, à savoir créer un climat de compréhension mutuelle et de respect de la dignité et des droits de chaque personne.

**N'**ous reconnaissons que ceci s'applique à tous les employeurs, employés, agences de placement, syndicats, associations professionnelles, propriétaires, locataires, agents immobiliers, à ceux qui souscrivent un contrat et à ceux qui fournissent des biens, des services et des installations.

COMMISSION DES DROITS DE LA PERSONNE  
400, avenue University, Toronto (Ontario) M7A 1T7

Bureaux à Hamilton, Kenora, Kingston, Kitchener, London, Mississauga, Ottawa, Sault-Sainte-Marie, St. Catharines, Scarborough, Sudbury, Thunder Bay, Timmins, Windsor.



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## Editorial

Getting into medical school is no easy matter under the best of circumstances. One has to have good grades, a diploma from a reputable university, and must otherwise display the capabilities that would make the Admissions Committee regard the candidate as a true asset to the healing profession.

There are several faculties of medicine in Ontario which, in addition to all else, have age criteria. For example, one university states that there is no age limit for an applicant, but that in its experience candidates over 35 years of age tend to be 'relatively less competitive.' Another medical school states that candidates over 30 years of age will be admitted only in exceptional circumstances; and still a third considers applicants over 25 years of age in a separate category.

We believe that these restrictions — which are also practised in various ways by other professional schools — are artificial and represent a thought pattern that has little to commend it and, in addition, is contrary to the new *Human Rights Code*, which expanded its coverage in 1981 to cover discriminatory actions of this kind.

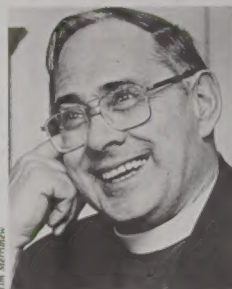
We were acquainted with a professor of education who, in his late 40s

decided to go to medical school. He passed with flying colours and subsequently made significant contributions to medical knowledge.

We also think little of the argument that is occasionally raised, that since society contributes significantly to the medical education of students, it should be entitled to get the maximum return, which is to say that we should get at least 40 rather than 30 years of medical practice from a prospective student. Since very few students over 35 years of age apply, this economic argument is weak and, in addition, compares the number of years during which a person practises with the quality of his or her contribution. Besides, this game with numbers does not address the central issue, for human rights legislation focuses on the merits of each person and not on age or other dubious criteria.

The Ontario Human Rights Commission is much concerned with this issue and has met with a number of professional faculties. It is anticipated that in consequence they will amend their practices and bring them into line with the current state of our legislation.

## Chairman's corner



As you know, on June 15, 1982, Premier Davis proclaimed as law, the new *Human Rights Code*, which further safeguards and extends the rights of each individual in Ontario. A copy of the resulting new Declaration of Management Policy poster is included in this issue of *Affirmation*.

The poster was designed to reflect both the spirit and the provisions of the new Code, and calls upon each of us to lend support to the goal of creating a climate of understanding and mutual respect for the dignity and rights of each individual.

We have had positive response in the past, with thousands of companies and organizations throughout Ontario prominently displaying our previous poster as a public service. It serves as a strong demonstration of management's commitment to human rights and as a declaration of organizational adherence to the public policy of this province. We firmly

believe, and experience has shown, that this, in turn, promotes harmonious relations amongst all employees in the workplace.

My familiarity with the field of human rights has indicated to me that the overwhelming majority of Ontario residents are men and women of good will. Various municipalities, institutions and service industries, such as transit systems, restaurants and hotels have already taken the initiative by displaying the poster for the benefit of the general public.

The timeless values of respect, fairness, equality of opportunity and dignity as represented in the Declaration are shared goals that help to strengthen the moral fibre of our society.

We hope that you will join us in our efforts to translate the principles enshrined in the Ontario *Human Rights Code* into everyday reality. This could be done by way of posting the Declaration in a highly visible location, supplemented by staff memos, policy statements, internal publications and seminars.

Should you desire copies of the poster, please do not hesitate to contact your local human rights office. I look forward to your continued co-operation and support.

*Borden C. Purcell,*  
*Chairman,*  
*Human Rights Commission*

## Revised edition of the World Languages Map

The publication of a revised and corrected edition of the World Languages Map by the Commissioner of Official Languages has finally resolved the long-standing issue of fair and equal treatment of various language groups, both in the Canadian and international context. Significant shortcomings of the first edition, which have caused widespread concern among various ethnocultural groups in Canada, have been corrected and now meet the essential criteria of fairness and accuracy.

Among the most noteworthy revisions and updates incorporated in the new World Languages Map are: (a) the addition of several East European languages, such as Ukrainian, Byelorussian, Lithuanian, Latvian, Estonian and others, which had been previously omitted; (b) a distinct colour-coding of the respective national territories of each nation; (c) a significant improvement in the presentation of Canadian minority languages on the map of Canada; and (d) statistics on linguistic minorities in Canada based on the 1981 Census.

## A good start

The following communication was sent to all regional and branch managers of a large Ontario firm:

Did you know it was against the law and is a serious offence to discriminate because of:

Race	Sex
Ancestry	Handicap
Place of Origin	Age
Colour	Marital Status
Ethnic Origin	Family Status
Citizenship	Receipt of Public Assistance
Creed	Record of Offences?

As a national company with a multi-cultural work force, it is now, and has always been, below our dignity to allow discrimination against our employees.

Everyone must actively guard against discrimination of any sort (be it name calling, racial jokes in poor taste, etc.) as such behaviour will not be tolerated.

I'm sure all would appreciate your utmost care to not only observe the letter of the law, but to act in the spirit of the law, and treat everybody with the dignity that every human being is entitled to.

Thank you,  
E.M.  
Vice-President, Personnel

## Our readers write

It annoys me greatly that the place of my birth (Scotland) is insulted and I am subject to derogatory remarks about cheapness.

On radio, in newspaper ads and printed matter, on canned vegetable labels (Scotbuy) and in conversation with strangers I am offended by attempts at cheap Scotsman jokes and sometimes respond with cracks at their ethnic background, which is never appreciated because they were only 'joking', but don't appreciate my 'jokes', which doesn't add to harmony in Canada.

Yours sincerely,  
B.L.

On behalf of the Ontario Society of Occupational Therapists, Government Affairs Committee, I would like to request that our committee be put on the mailing list to receive the quarterly issues of your *Affirmation* publication. We have reviewed the March '83 issue and have found several of the articles to be particularly pertinent to our profession.

On behalf of the committee, I wish to thank you for attending to this matter. I look forward to hearing from you in the near future.

Sincerely,  
E. Esler, B.Sc., (O.T.)  
OSOT Government  
Affairs Committee

I receive *Affirmation* and I do appreciate being on the mailing list.

I read with interest the report on 'White drivers only' Vol. 4, Number 1, March 1983. In the report it was stated that a reporter tested the situation by calling various taxi companies and asking for white drivers.

I have a concern. Do requests come to taxi dispatchers for black drivers? Sikh drivers? Italian, Jewish drivers? Have these been tested like 'White drivers' please? What is the state of colour and ethnic preferences? When the information becomes available then programs of education and even legislation would have meaning for all. No discrimination please.

Sincerely,  
F.S.  
The Caribbean Cultural Association,  
Hamilton.

Editor's Note: If any further problems in this area arise, the commission will most certainly act on them.

## Letters invited

We welcome your reaction to *Affirmation*. Write us — we are looking for your participation.



*Thea Herman is legal counsel to the Ontario Human Rights Commission*